

Mississippi Transitional Refresher Course Special Considerations Course Objective

Minimum course length 12 hours

Course Description

This course provides information to integrate the principles of therapeutic communication to effectively communicate with any patient while providing care.

Course Competencies Stated in Performance Terms:

Upon completion of this course, the student will be able to:

1. Define communication.
 1. Identify internal and external factors that affect a patient/ bystander interview conducted by a paramedic.
 2. Restate the strategies for developing patient rapport.
 3. Provide examples of open-ended and closed or direct questions.
 4. Discuss common errors made by paramedics when interviewing patients.
 5. Identify the nonverbal skills that are used in patient interviewing.
 6. Restate the strategies to obtain information from the patient.
 7. Summarize the methods to assess mental status based on interview techniques.
 8. Discuss the strategies for interviewing a patient who is unmotivated to talk.
 9. Differentiate the strategies a paramedic uses when interviewing a patient who is hostile compared to one who is cooperative.
 10. Summarize developmental considerations of various age groups that influence patient interviewing.
 11. Restate unique interviewing techniques necessary to employ with patients who have special needs.
 12. Discuss interviewing considerations used by paramedics in cross-cultural communications.

13. Serve as a model for an effective communication process.
 1. Explain the importance of external factors of communication.
 2. Demonstrate proper responses to patient communication.
 3. Demonstrate professional non-verbal behaviors.
 4. Demonstrate the development of proper patient rapport.
 5. Explain strategies to obtain patient information.
 6. Demonstrate professional behaviors in communicating with patients in special situations.
 7. Demonstrate professional behaviors in communication with patient from different cultures.
2. Describe the epidemiology for nervous system diseases in the elderly, including incidence, morbidity/ mortality, risk factors, and prevention strategies for patients with cerebral vascular disease, delirium, dementia, Alzheimer's disease and Parkinson's disease.
 1. Compare and contrast the pathophysiology of nervous system diseases in the elderly with that of a younger adult, including cerebral vascular disease, delirium, dementia, Alzheimer's disease and Parkinson's disease.
 2. Discuss the assessment of the elderly patient with complaints related to the nervous system, including cerebral vascular disease, delirium, dementia, Alzheimer's disease and Parkinson's disease.
 3. Identify the need for intervention and transportation of the patient with complaints related to the nervous system.
 4. Develop a treatment and management plan of the elderly patient with complaints related to the nervous system, including cerebral vascular disease, delirium, dementia
 5. Describe the epidemiology in the elderly, including the incidence, morbidity/mortality, risk factors, and prevention strategies, for patients with drug toxicity.
 6. Describe the epidemiology for pressure ulcers in the elderly, including incidence, morbidity/ mortality, risk factors, and prevention strategies.
 7. Compare and contrast the pathophysiology of pressure ulcers in the elderly with

that of a younger adult.

8. Discuss the assessment of the elderly patient with complaints related to the integumentary system, including pressure ulcers.
 9. Develop a treatment and management plan of the elderly patient with complaints related to the integumentary system, including pressure ulcers.
 10. Describe the epidemiology for osteoarthritis and osteoporosis, including incidence, morbidity/ mortality, risk factors, and prevention strategies.
 11. Compare and contrast the pathophysiology of osteoarthritis and osteoporosis with that of a younger adult.
 12. Discuss the assessment of the elderly patient with complaints related to the musculoskeletal system, including osteoarthritis and osteoporosis.
 13. Develop a treatment and management plan of the elderly patient with musculoskeletal complaints, including osteoarthritis and osteoporosis.
 14. Demonstrate appropriate interactions with the elderly that conveys respect for their position in life.
 15. Recognize the emotional need for independence in the elderly while simultaneously attending to their apparent acute dependence.
 16. Recognize and appreciate the many impediments to physical and emotional well being in the elderly.
 17. Recognize and appreciate the physical and emotional difficulties associated with being a caretaker of an impaired elderly person, (particularly the patient with Alzheimer's disease).
 18. Demonstrate the ability to assess a geriatric patient.
 19. Demonstrate the ability to adjust their assessment to a geriatric patient.
3. Discuss the assessment findings to formulate a field impression and implement a treatment plan for the patient who has sustained abuse or assault.
 1. Discuss the incidence of abuse and assault.
 2. Describe the categories of abuse.
 3. Discuss examples of spouse abuse.

4. Discuss examples of elder abuse.
5. Discuss examples of child abuse.
6. Discuss examples of sexual assault.
7. Describe the characteristics associated with the profile of the typical abuser of a spouse.
8. Describe the characteristics associated with the profile of the typical abuser of the elder.
9. Describe the characteristics associated with the profile of the typical abuser of children.
10. Describe the characteristics associated with the profile of the typical assailant of sexual assault.
11. Identify the profile of the "at-risk" spouse.
12. Identify the profile of the "at-risk" elder.
13. Identify the profile of the "at-risk" child.
14. Discuss the assessment and management of the abused patient.
15. Discuss the legal aspects associated with abuse situations.
16. Identify community resources that are able to assist victims of abuse and assault.
17. Discuss the documentation associated with abused and assaulted patient.
18. Demonstrate sensitivity to the abused patient.
19. Recognize the behavior of the abused patient.
20. Recognize the emotional state of the abused patient.
21. Recognize the value of non-verbal communication with the abused patient.
22. Demonstrate reassurance, empathy and compassion with the abused patient.
23. Recognize the concerns expressed by the abused patient.
24. Recognize the concerns expressed by the sexually assaulted patient.

25. Demonstrate the ability to assess a spouse, elder or child abused patient.
26. Demonstrate the ability to assess a sexually assaulted patient.
4. Explain the pathophysiological and psychosocial principles to adapt the assessment and treatment plan for diverse patients and those who face physical, mental, social and financial challenges.
 1. Describe the various etiologies and types of hearing impairments.
 2. Recognize the patient with a hearing impairment.
 3. Plan for accommodations that may be needed in order to properly manage the patient with a hearing impairment.
 4. Describe the various etiologies of visual impairments.
 5. Recognize the patient with a visual impairment.
 6. Plan for accommodations that may be needed in order to properly manage the patient with a visual impairment.
 7. Describe the various etiologies and types of speech impairments.
 8. Recognize the patient with a speech impairment.
 9. Plan for accommodations that may be needed in order to properly manage the patient with a speech impairment.
 10. Describe the various etiologies of obesity.
 11. Plan for accommodations that may be needed in order to properly manage the patient with obesity.
 12. Describe paraplegia/quadruplegia.
 13. Plan for accommodations that may be needed in order to properly manage the patient with paraplegia/quadruplegia.
 14. Define mental illness.
 15. Describe the various etiologies of mental illness.
 16. Recognize the presenting signs of the various mental illnesses.
 17. Plan for accommodations that may be needed in order to properly manage the

patient with a mental illness.

18. Define the term developmentally disabled.
 19. Recognize the patient with a developmental disability.
 20. Plan for accommodations that may be needed in order to properly manage the patient with a developmental disability.
 21. Describe Down's syndrome.
 22. Recognize the patient with Down's syndrome.
 23. Plan for accommodations that may be needed in order to properly manage the patient with Down's syndrome.
 24. Describe the various etiologies of emotional impairment.
 25. Recognize the patient with an emotional impairment.
 26. Plan for accommodations that may be needed in order to properly manage the patient with an emotional impairment.
 27. Define emotional/mental impairment (EMI).
 28. Recognize the patient with an emotional or mental impairment.
 29. Plan for accommodations that may be needed in order to properly manage patients with an emotional or mental impairment.
5. Describe the following diseases/illnesses:
1. Arthritis
 2. Cancer
 3. Cerebral palsy
 4. Cystic fibrosis
 5. Multiple sclerosis
 6. Muscular dystrophy
 7. Myasthenia gravis
 8. Poliomyelitis
 9. Spina bifida
 10. Patients with a previous head injury
 11. Identify the possible presenting sign(s) for the following diseases illnesses:
 1. Arthritis
 2. Cancer

3. Cerebral palsy
 4. Cystic fibrosis
 5. Multiple sclerosis
 6. Muscular dystrophy
 7. Myasthenia gravis
 8. Poliomyelitis
 9. Spina bifida
 10. Patients with a previous head injury
12. Plan for accommodations that may be needed in order to properly manage the following patients:
1. Arthritis
 2. Cancer
 3. Cerebral palsy
 4. Cystic fibrosis
 5. Multiple sclerosis
 6. Muscular dystrophy
 7. Myasthenia gravis
 8. Poliomyelitis
 9. Spina bifida
 10. Patients with a previous head injury
13. Define cultural diversity.
14. Recognize a patient who is culturally diverse.
15. Plan for accommodations that may be needed in order to properly manage a patient who is culturally diverse.
16. Identify a patient that is terminally ill.
17. Plan for accommodations that may be needed in order to properly manage a patient who is terminally ill.
18. Identify a patient with a communicable disease.
19. Recognize the presenting signs of a patient with a communicable disease.
20. Plan for accommodations that may be needed in order to properly manage a patient with a communicable disease.
21. Recognize sign(s) of financial impairments.
22. Plan for accommodations that may be needed in order to properly manage the patient with a financial impairment.

6. Discuss the pathophysiological principles and the assessment findings to formulate a field impression and implement a treatment plan for the acute deterioration of a chronic care patient.
 1. Compare and contrast the primary objectives of the ALS professional and the home care professional.
 2. Identify the importance of home health care medicine as related to the ALS level of care.
 3. Differentiate between the role of EMS provider and the role of the home care provider.
 4. Compare and contrast the primary objectives of acute care, home care and hospice care.
 5. Summarize the types of home health care available in your area and the services provided.
 6. Discuss the aspects of home care that result in enhanced quality of care for a given patient.
 7. Discuss the aspects of home care that have a potential to become a detriment to the quality of care for a given patient.
 8. List complications commonly seen in the home care patients which result in their hospitalization.
 9. Compare the cost, mortality and quality of care for a given patient in the hospital versus the home care setting.
 10. Discuss the significance of palliative care programs as related to a patient in a home health care setting.
 11. Define hospice care, comfort care and DNR/ DNAR as they relate to local practice, law and policy.
 12. List the stages of the grief process and relate them to an individual in hospice care.
 13. List pathologies and complications typical to home care patients.
 14. Given a home care scenario, predict complications requiring ALS intervention.
 15. Given a series of home care scenarios, determine which patients should receive

follow-up home care and which should be transported to an emergency care facility.

16. Describe airway maintenance devices typically found in the home care environment.
17. Describe devices that provide or enhance alveolar ventilation in the home care setting.
18. List modes of artificial ventilation and an out-of-hospital situation where each might be employed.
19. List vascular access devices found in the home care setting.
20. Recognize standard central venous access devices utilized in home health care.
21. Describe the basic universal characteristics of central venous catheters.
22. Describe the basic universal characteristics of implantable injection devices.
23. List devices found in the home care setting that are used to empty, irrigate or deliver nutrition or medication to the GI/GU tract.
24. Describe complications of assessing each of the airway, vascular access, and GI/GU devices described above.
25. Given a series of scenarios, demonstrate the appropriate ALS interventions.
26. Given a series of scenarios, demonstrate interaction and support with the family members/support persons for a patient who has died.
27. Describe common complications with central venous access and implantable drug administration ports in the out-of-hospital setting.
28. Describe the indications and contraindications for urinary catheter insertion in an out-of-hospital setting.
29. Identify the proper anatomy for placement of urinary catheters in males or females.
30. Identify failure of GI/GU devices found in the home care setting.
31. Identify failure of ventilatory devices found in the home care setting.
32. Identify failure of vascular access devices found in the home care setting.

33. Identify failure of drains.
34. Differentiate between home care and acute care as preferable situations for a given patient scenario.
35. Discuss the relationship between local home care treatment protocols/SOPs and local EMS Protocols/SOPs.
36. Discuss differences in individuals ability to accept and cope with their own impending death.
37. Discuss the rights of the terminally ill.
38. Give in your own words the role of the home-care professional and their role in patient care along the life-span continuum.
39. Recognize the patient's desire to remain in the home setting.
40. Recognize the patient's desire to accept or deny hospice care.
41. Recognize the uses of long term venous access in the home health setting, including but not limited to:
 1. Chemotherapy
 2. Home pain management
 3. Nutrition therapy
 4. Congestive heart therapy
 5. Antibiotic therapy
- pp. Observe for an infected or otherwise complicated venous access point.
- qq. Demonstrate proper tracheotomy care.
- rr. Demonstrate the insertion of a new inner cannula and/ or the use of an endotracheal tube to temporarily maintain an airway in a tracheostomy patient.
- ss. Demonstrate proper technique for drawing blood from a central venous line.
- tt. Demonstrate the method of accessing vascular access devices found in the home health care setting.
- uu. Describe the verbal techniques useful in managing the emotionally disturbed patient.
- vv. Demonstrate safe techniques for managing and restraining a violent patient.